

WELCOME TO

# GOV OS

Sunapee's Short-Term  
Rental Registration Platform





# WHAT IS GovOS?

GovOS is a software platform that helps accelerate the digital transformation of government through the delivery of online services, citizen engagement, and digitizing paper-based processes.

**Using GovOS, the Town of Sunapee has developed a user-friendly Short-Term Rental application and management system to make the permitting process quick and easy for both rental owners and Town administration.**

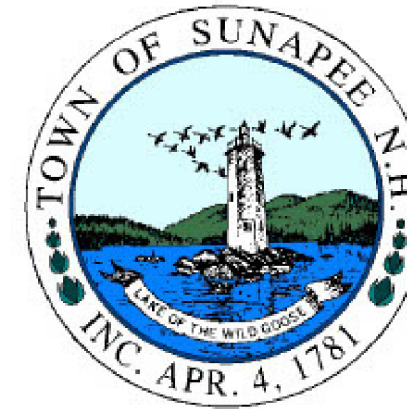






# Create Your Account

- The owners of Short-Term Rental properties identified by GovOS will receive a letter about registering their rental and contains an **ACCOUNT NUMBER** and **ACTIVATION CODE** required to create a GovOS account.
- Please keep this information for your records or forward it on to your property manager and/or rental company.
- If you are an STR owner and do not receive a letter with account details, please email our Short-Term Rental Coordinator, Emily Wrenn at [emily@town.sunapee.nh.us](mailto:emily@town.sunapee.nh.us).



09-06-2023

GovOS Test Business  
1040 Main Ave  
Sunapee, NH 03782

RE: Short-Term Rental Permit Registration for  
1040 Main Ave  
Sunapee NH 03782

Hello Sunapee Homeowner,

As you may know, our community recently adopted new zoning regulations to recognize the importance of ensuring Short-Term Rentals are safe, legal, and respectful of our community's character, values, and standards. We want our neighborhoods to remain safe, enjoyable, and attractive places to live, while welcoming visitors to your Short-Term Rental.

It has come to our attention that you are advertising the property listed above as a Short-Term Rental property. Per the Sunapee Zoning Ordinance, Article IV, Section 4.95, you are required to register as a Short-Term Rental. The Zoning Ordinance can be located on the Town's website at [www.town.sunapee.nh.us](http://www.town.sunapee.nh.us) under the Zoning Department's webpage.

**Step 1: Register Your Short-Term Rental:**

The permit registration process can be completed on-line through the Town's short-term registration platform, GovOS ([sunapeenh.munirevs.com](http://sunapeenh.munirevs.com)). This process will require about 30 minutes of your time. Your progress will be saved if you need to stop at any point during the registration process. Please have the following information available:

1. Account Number: 000002\*
2. Activation Code: 5DAMSP\*
3. NH Meals and Rooms License Number (<https://www.revenue.nh.gov/forms/meals-rentals.htm>)

\* The Account Number and Activation Code provided above by GovOS will allow you to access the registration portal and keep up to date with the approval process for your rental. Please retain this information for your records, or forward on to your property manager.

**Step 2: Town Approval**

Following the completion of review by the Town, you will be issued your STR Permit which must be posted on or near the front door of your property. To print the permit, visit your Business Center at [sunapeenh.munirevs.com](http://sunapeenh.munirevs.com). Scroll down to "Manage Your Business," and click on the Business for which you need to download and print your permit.



# Create Your Account

- Using the account number and activation code from the letter, you can create your GovOS account and unlock the **BUSINESS CENTER**, where you can apply for and review your rental permit(s).

- The registration steps will be listed under **OPEN TASKS**. Tasks will appear as you complete each step.

- STR Permit Registration Welcome
- STR Permit Registration Application
- Acknowledgement: STR Registration Regulations

● I already have an existing business.

If you have been notified by the Town of Sunapee as required to register your STR or other lodging business to activate your account.

To connect to your existing business record(s), please provide the following identifying information:

If you do not have this information, please contact [GovOS Support](#). In your email request, please provide the information so that we may promptly authenticate you for the requested account.

<b>Account Number</b> Your GovOS Account Number <input type="text"/>	AND	<b>Activation Code</b> Your 6-digit Activation Code <input type="text"/>	<a href="#">Lookup</a>
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Connected Accounts:

Business Name	Role	Assigned by	Date
<a href="#">Go to Business Center</a>			



You have 3 unread messages

## TOWN OF SUNAPEE

STR Permit Registration Application

► [Read STR Permit Registration Welcome \(new\)](#)

## TOWN OF SUNAPEE

STR Permit Registration Application

► [Submit STR Permit Registration Application \(new\)](#)

## TOWN OF SUNAPEE

STR Permit Registration Application

► [Submit Acknowledgement: STR Registration Regulations \(new\)](#)





# Complete Registration Application

- The **REGISTRATION APPLICATION** asks for basic information about the property owner, property, and the information for an owner's designated emergency contact.
- If you are renting through Airbnb or VRBO, the platforms pay the taxes on the owner's behalf. Otherwise, the number is available on tax documents or at [www.revenue.nh.gov/meals-rooms/index.htm](http://www.revenue.nh.gov/meals-rooms/index.htm).
- If your property is located in the Rural Residential or Rural Land Zone, please make sure you answer "Yes" to the question: "**Is your STR in Zone RR or RL?**"

## Property Owner Information

Full Name of the Property Owner(s): \* Property Owner Telephone Number \* Property Owner Email \*

Property Owners Mailing Address: \* Mailing City: \* Mailing State: \* Mailing Zip Code: \*

## STR Property Information

Physical Address of STR: \* Physical City: \* Physical State: \* Physical Zip Code: \*

Number of Bedrooms to be Rented: \* Max Number of Occupants: \* Number of Parking Spaces: \*

NH Meals and Rooms License Number  
(Click [HERE](#) for lookup)  
Navigate to Reporting > Look Up a Meal  
and Rentals License \*

Does the property owner reside on the  
premises of this STR? \*

Is your STR in Zone RR or RL? \*

## Designated Agent and Emergency Contact Information

Full Name of Designated Person(s) for Property Owner(s) Designated Person(s) Cell Phone Number \* Designated Person(s) Relationship to Property Owner(s) \*

Each STR must designate a responsible person who is available 24 hours per day, seven (7) days per week, and available in person within 2 hours if needed, to respond to and resolve complaints.

Name of Emergency (24/7) Contact During Rental of STR \* 24 hour Cell Phone Number of Emergency Contact \*

☒ I am aware that the Town of Sunapee Selectboard may deny, impose penalties, suspend or revoke any STR registration if it is deemed that the owner/person provided misleading statements on the registration form or affidavit; violated any federal or state laws, statutes, Town Ordinances, rules or regulations pertaining to Short-Term Rentals; or if the operation of the STR is a threat to the public health, safety, or welfare of the town. \*

☒ I am aware that Renters must comply with Town Ordinances, NH Disorderly Conduct Law, and all other applicable State laws and regulations. \*

Signature (as electronic signature): \* Date: \* Title \*





# Agree to STR Regulations

- Click on each box on the **REGULATIONS** page to acknowledge your agreement to comply.
- You may type your name and date at the bottom of the page as an electronic signature.
- The regulations document may also be found on the **News** tab of the Town website under **Short-Term Rental Documents Now Available**.

## Short-Term Rental Registration Regulations

These regulations have been adopted by the Town of Sunapee Selectboard pursuant to RSA 41:9-a 41:11-c and are effective as of July 10th, 2023.

A **Short-Term Rental (STR)** is defined in the Town of Sunapee Zoning Ordinance 4.95. It shall not include bed & breakfasts, inns, or hotel/motels. This Selectboard regulation shall consider the short-term rental of a property to be a non-residential, commercial use of the property.

*Please check each item listed below as your agreement to comply:*

- ☒ The owner(s) of each STR unit regardless of zoning district must apply for and receive a Short-Term Rental permit issued by the Town of Sunapee. The STR permit application fee is \$350 (effective 7/10/23). \*
- ☒ All STR permits expire one year after issuance. The renewal fee is \$350 (effective 7/10/23). \*
- ☒ The owner(s) of each STR unit must pay the State of New Hampshire NH Meals and Rooms Tax \*
- ☒ The owner(s) of each STR must designate a responsible person who is available 24 hours per day, 7 days per week, and available in-person within 2 hours - if needed - to respond to and resolve complaints. \*
- ☒ Renters must be provided with a handbook containing the STR address, emergency contacts for owner(s) and/or their designees, local hospitals, recommended best practices, beach regulations, and transfer station information. \*
- ☒ Owners are solely responsible for complying with STR requirements regarding the renters information notice, and advertising requirements; complying with all Town Ordinances, and applicable state and federal laws; and ensuring that the STR is not a threat to the public health, safety, or welfare of the town. \*
- ☒ STRs in the Rural Residential and/or Rural Lands zoning districts from December 1, 2020-December 1, 2022 are considered nonconforming Pre-existing Transient Occupancies and do not need to seek a Special Exception or Variance if they can provide evidence that the property was being used as a Short-Term Rental during that time and that the State of NH Meals and Rooms Taxes were being paid. \*
- ☒ Short-Term Rentals (those that began operating after December 1, 2022 OR those that cannot provide sufficient evidence of rental history and/or payment of Meals and Rooms Tax) in the Rural Residential and/or Rural Lands zoning districts must comply with Section 4.95 of the Zoning Ordinance and apply for a Special Exception or Variance, as applicable. \*
- ☒ I am aware that the Town of Sunapee Selectboard may deny, impose penalties, suspend or revoke any STR registration if it is deemed that the owner/person provided misleading statements on the registration form or affidavit; violated any federal or state laws, statutes, Town Ordinances, rules or regulations pertaining to Short-Term Rentals; or if the operation of the STR is a threat to the public health, safety, or welfare of the town. \*
- ☒ I am aware that Renters must comply with Town Ordinances, NH Disorderly Conduct Law, and all other applicable State laws and regulations. \*





# Preexisting Transient Occupancies

- **Properties in the Rural Residential or Rural Lands zones operating between December 1, 2020, and December 1, 2022 or earlier must provide:**
  - A copy of your short-term rental booking history demonstrating that the property was being used as a Short-Term Rental.
  - Proof of NH Room and Meals taxes paid (or paid on the owner's behalf through AirBNB or VRBO), demonstrating that the property was rented as an STR during that time period.
- **If you are not able to provide this information, a **Special Exception** or **Variance** may be required.**

## SUNAPEE

Proof of Pre-existing Transient Occupancies

000006

Town of Sunapee Test Business

### Document Uploader

Upload required: Proof of Pre-existing Transient Occupancies\*

#### PRE-EXISTING TRANSIENT OCCUPANCIES

Properties in Non-STR Zones RR and RL, operating between December 1, 2020 and December 1, 2022 or earlier must provide the below to continue operation. If you are not able to provide this information, a Special Exception or Variance may be required.

Required documentation that you, the legal owner of the property, used said property as a short-term rental between December 1, 2020, and December 1, 2022:

1. Provide a copy of your short-term rental booking history demonstrating that the property was being used as a short-term rental between December 1, 2020 and December 1, 2022 **and**,
2. Provide evidence of NH Room and Meals taxes paid between December 1, 2020 and December 1, 2022, demonstrating that the property was rented as an STR during that time period.

Please email our Planning, Zoning & Compliance Department with questions at: [emily@town.sunapee.nh.us](mailto:emily@town.sunapee.nh.us)

*Once you submit this task, you cannot return to this screen*

Please upload the appropriate documents for this task. Documents may be in any of the following formats: .pdf, .jpg, .png, .doc, .docx, .xls, .xlsx, .csv, .txt and limited to 10.00 MB in size per file. Files will be automatically uploaded upon selection. Please press "Submit" when you have provided all of the documents/files requested.

Drag and drop files onto this window to upload

OR

Select Files to Upload

NOTE: All uploaded files are encrypted upon upload.

Save and Return to Business Center

Submit



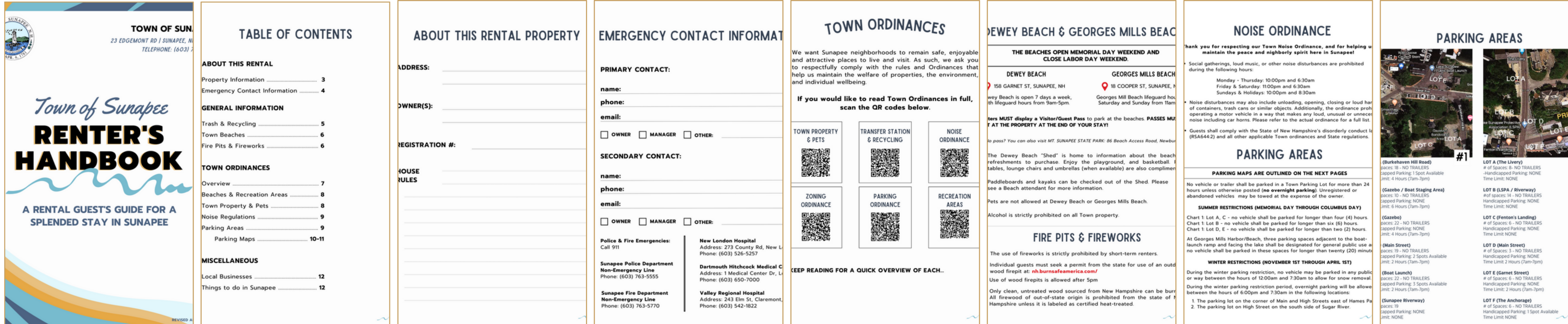


# REGISTRATION FEE

**We ask that the \$350 permit fee be submitted at the time of application. The payment portal will become available as an **OPEN TASK** once you submit your application.**

GovOS all major credit cards: Visa, Mastercard, American Express, and Discover. To pay by check, please stop by Sunapee Town Hall at 23 Edgemont Rd.





# RENTER'S HANDBOOK

The Short-Term Renter's Handbook is designed as an all-in-one guidebook to Sunapee, and we encourage STR owners to provide a copy for their guests. Among the topics covered are:

- Property Information
- Emergency Contact Information
- Trash & Recycling
- Town Beaches
- Fire Pits & Fireworks
- Town Ordinances
- Quiet Hours (Noise Ordinance)
- Parking Areas & Maps
- Additional space for owners' recommendations for things to do in Town



# Permit Approved

Once the Town reviews and approves your application, you will receive a permit that must be printed and accessible at your property.

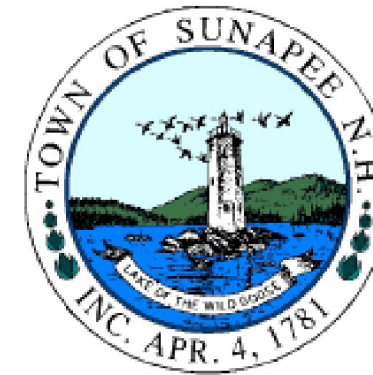
The permit certificate includes the date of issue and the expiration date.  
(12 months from issuance)



Form Received.



Next Task: STR Permit Approval.



**Town of Sunapee  
Short-Term Rental Permit**

Permit Number: 000002

Property Address:

Unit Number:

Property Owner: GovOS Test Business

24-Hour Contact Name: x

24-Hour Contact Phone: x

This unit sleeps 2 people.

Date Issued: 08/17/2023

Expiration Date: 08/16/2024

*This certificate is to certify that this property has been registered with the Town of Sunapee for use as a short-term rental*